



Canterbury Tales

Rotary Club of Canterbury
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President - Nora Ley

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Volume 30 – Issue 22 – 10 December 2015

Meeting

Mondays 6:00pm for 6:30pm
Bass Centre,
2 Rochester Rd, Canterbury
Unless otherwise stated in Diary

Register for Meeting

Guests and Club Members can
Register on the following links
[Register for Meeting](#)
[Register and Pay Online](#)

Apologies

[Notify Meeting Apology](#)

**prior to 10AM Monday*

Graham Bishop

Mobile 0412 154 540

rotaryclubofcanterbury@gmail.com

Advise Graham of a long absence

The Rotary Radio Show
Fridays 6pm to 8pm

3WBC
94.1 FM

The Aussie Pride Badge



Secretary – John Braine

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President's Message

Our speaker this week, John Hopkins posed the question: Are Sales professionals Born or Trained? John initially gave an outline of his career, following completion of his university degree, which commenced at Rank Xerox where he became an assessor and trainer of the sales team. He then worked with PA Consultants for a further 28 years before starting his own Management Consultant Business, [Lorien Performance](#).

Whilst at Rank Xerox, John worked in conjunction with a behavioural psychologist, Neil Rackman. They questioned why some of the sales team who had good product knowledge and worked very hard did not quite achieve good results in sales. This prompted them to closely observe the sales people and their engagement with clients to try and find out the reasons for the difference in sales performance. The higher sales achievers were assessed to be able to demonstrate better engagement with the client through eye contact and through sensitivity to the client's needs. The higher achievers were >15% higher in their call planning processes; their questioning skills were very similar to lower achievers; whereas with finding out the needs of the clients, the higher achievers were 60%+ better; the account planning of the higher achievers was 18% better and they built client rapport >20% better.



John Hopkins

The next question these results posed was: What does a good Salesperson look like? Their qualities include being courageous, hard working and likeable and having high Emotional Intelligence, that is, they were able to manage behaviours, navigate social complexities and make personal decisions that achieved positive results. Other skills required were good planning skills, ability to ask questions, identify the clients' needs and make benefit statements. The later skills can be obtained through appropriate training and ongoing practice. These qualities and skills enable good rapport with clients and positive outcomes for all parties.

Speaker and Activities Program

Monday December 14

Christmas Festivities at Gerry and Kate's House

Monday January 11

Speaker: Scott Harris, **"Rehabilitation Resilience and Overcoming Adversity"**

Monday January 18

Speaker: Peter McCall OAM, **"beyondblue"**

Monday January 25

No Meeting

Sunday Market 7am – 1pm

December 13 - Max Holland, Brett Riley, David Chudasko
December 27 - Jenni Nankervis, Jasmine Peldys, Gerry Cross
January 3 - Rob Simpson, Roger Taylor, Bob Falconer
January 10 - Neil Williams, Dean Barnett, Reginald Davis
January 17 - Kyle Wightman, Doug Hawley, Michael Chong

Contact Tony Simpson for all roster changes and requests, Home 9417 3995, Mob 0488 380 899
Please be on time as if you are late, our Club pays \$50 penalty for each half hour or part thereof.





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to the world



Canterbury Tales
Rotary Club of Canterbury

President's Message - Continued

So what is Emotional Intelligence? Since the mid 1990s Emotional Intelligence has been known as Emotional Quotient (EQ). EQ is an individual's ability to identify, evaluate, control and express emotions which is distinct from the Intellectual Quotient (IQ) which is the ability to learn, to apply logic, to have maths skills and similar intelligence. Although some people are naturally more emotionally intelligent, there is no known connection between IQ and EQ. You simply cannot predict EQ based on how intellectually smart someone is. Intelligence is the ability to learn and is the same at any age. Emotional intelligence, on the other hand, is a flexible set of people related skills that can be often be acquired and improved through training and practice.

EQ is made up of two core areas of competence skills. **Personal Competence** - firstly having self awareness: ability to accurately perceive your emotions and stay aware of them as they happen - secondly using self awareness: ability to use awareness of your emotions to stay flexible and positively direct your behaviour. **Social Competence** - firstly having social awareness: accurately pick up on emotions in other peoples' moods, behaviours and motives in order to improve the quality of your relationships - secondly using relationship management: use awareness of your emotions and the other peoples' emotions and understand what is really going on and manage interactions successfully. EQ is the single biggest predictor of sales performance.

So in answer to the initial question, some sales people have all the required EQ qualities and with product training they will have all the necessary sales skills. However, others require much more coaching and support to acquire the necessary ingredients of EQ. This process can be very frustrating for the trainers and for the individuals themselves. But above all else, the sales arena has to be the place that the individual wants to be in order to achieve success as a salesperson. EQ impacts on nearly everything you say and do each day and is the biggest driver of sales leadership and personal excellence in sales. It has been assessed that 90% of top performers in sales will have a high Emotional Quotient.

From the Annual General Meeting - Office Bearers for 2016/17

President - Doug Hawley
President Elect - Rob Simpson
Secretary - John Braine
Treasurer - Andrew Masterowicz
Club Service Director - Gerry Cross
Community Service Director - Michael Chong
International Service Director - Kyle Wightman

A big thank you is extended to all these members for accepting the nominations for these positions. Their efforts and contributions with support from all Club members will ensure another incredible and productive year for the Rotary Club of Canterbury.

Christmas Festivities at Gerry and Kate's

Christmas will be celebrated at the house of Gerry and Kate Cross at the normal Club meeting time next Monday. The address is 212 Union Road, Surrey Hills. The time is 6:00pm for 6:30pm. The cost is \$25 per person and it is the usual BYO.

Last Monday a list was circulated and members marked their attendance along with partners. If you are coming to the Christmas Festivities and are not on this list, please email Gerry at gerry.cross@canterburyrotary.org or send an SMS to 0418 130 499.

Nora

